From e-Readiness to e-Awareness
(or the way back)

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First Part: Digital Divides
Digital Divide or The Four types of the Digital Divide

- **Infrastructure**
  - Hardware
  - Software
  - Connectivity

- **Accessibility**
  - Affordability
Digital Divide or The Four types of the Digital Divide

- Capacitation (Digital Literacy) (Paul Gilster, 1997)
  - Technological literacy
  - Informational literacy
  - Functional (digital) literacy
- e-Awareness
- Digital Immigrants
- ICT sector: installation / maintenance / creation
Digital Divide or The Four types of the Digital Divide

- Content and Services
  - Locally relevant digital content
  - Usability
  - Accessibility
  - Communication among peers & virtual communities

- e-Services
- e-Public Sector
Digital Divide or The Four types of the Digital Divide

- Legal framework
  - Infrastructures
  - Access policies, digital inclusion, censorship
  - ICT sector laws: market, foreign trade
- Education Policies
  - Content policies
  - Intellectual property rights
Questions to (try to) answer...

- Food or Technology (ICTs)?
- Digital Divide: a matter of infrastructures?
- Digital Literacy: plug & play?
- Should the rich be scared of the Digital Divide(s)?
Second Part: Indexes
Measuring the Information Society

- Digital Access Index (DAI)

- Networked Readiness Index
Third Part: Analysis
Figure: 1.1: Overall, the digital divide is shrinking...
Mobile telephone subscribers per 100 inhabitants, 1994-2004 (left) and fixed telephone lines per 100 inhabitants, 1994-2004 (right)

Source: ITU World Telecommunication Indicators Database.

Note: In these charts, the digital divide is calculated by dividing the penetration rates in the developed world by the penetration rate in the developing world. Penetration rates are rounded, whereas the digital divide is calculated based on actual numbers. For this reason, the digital divide results do not always correspond to the figures indicated in the graph.
Information Society as Quality Access

Figure 1.2: ...but major disparities remain
Mobile cellular penetration, by region, 1994-2004 (top left) and distribution of the 150 million 3G subscribers at the end of 2004, by region (top right). Internet penetration by region, 2004 (bottom left) and distribution of broadband subscribers by region, 2004 (bottom right).

Source: ITU. ICT Development Report 2006
HDI vs. NRI: Information Society as e-Readiness?

Source: Ismael Peña. ICTlogy.net
Fourth Part: Information Society as Digital Inclusion?
Digital Divide and Digital Inclusion (2/2)

### Technological Infrastructures
- Hardware
- Software
- Connectivity

### Digital Literacy
- Infrastructure installation
- Infrastructure maintenance
- Infrastructure creation
- Technological literacy
- Informational literacy

### Content, Community & Services
- Locally relevant content
- Content creation, transmission & commercialization
- e-Communication among individuals and communities
- Presence in the Net & virtual communities
- e-Services
- e-Public Sector

### Legal Framework
- TelCos Law
- Infrastructures Policies
- Intellectual property and patents
- ICT Sector fostering

- Infrastructures Policies
- R+D+I Policies
- Educative Policy

- Intellectual property and patents
- Data protection
- Identity in the Net
- Information Society Law

- Content Policies
- e-Communication Policies
- Distance learning Policies
- Internet Governance
- Foreign trade Policies
- Participative Democracy
- ICT4D
### Digital Divide and Digital Inclusion (2/2)

#### e-Readiness

**Technological infrastructures**
- PC in institutions and agents
- Affordable generic and specific software
- Affordable quality connectivity

**Digital Literacy**
- Infrastructure creation/maintenance capacitation
- Functional literacy

**Content, Community & Services**
- Information about institutions and agents
- Specific/sectorial information, content, procedures
- Use of the Net among agents and institutions
- e-Services
- e-Public Sector

#### Content and Services

- Infrastructures in institutions
- Infrastructures for agents working with the institutions
- Connection among institutions and with agents
- Infrastructures maintenance
- Creation of specific databases, applications for public/private sectors
- Human resources capacitation
- Awareness en corresponding e-sector
- Information and user/customer feedbacking
- Transparency & monitoring
- Processes shared management
- Data sharing and agents relationship/networking
- Participation in decision stages

#### Leadership

- Realistic and progressive goals setting in the field of digital divide and e-sectors development
- Identification of promoters (agents, institutions)
- Sponsors participation and involvement
- Prescriptors system
- Internal organization and coordination. Legal and political accompanying measures
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